

AGENDA

- Program Updates
 - NCI Staff Stability Survey
 - Medicaid enrollment system changes
 - Provider certification renewals to resume
 - Division staffing changes
 - 30-day notice requirements when discontinuing services
- Monthly Training Session - Provider Training Series Module #9 - Complaints, CAPs, and Adverse Actions - [Slide deck](#)

TOPICS

NCI Staff Stability Survey

The Division of Healthcare Financing, Home and Community-Based Services Section (Division) will begin the National Core Indicators (NCI) 2020 Staff Stability Survey on May 3rd, 2021. This survey will be sent to providers who met the requirements for Accreditation in 2020. The survey should be completed by June 30, 2021.

The NCI Staff Stability Survey is intended to examine the landscape of the direct support professional (DSP) workforce for the calendar year 2020. This survey can be compared to previous surveys to highlight promising trends and identify concerning changes to the DSP workforce in Wyoming, and compare the data on a national scale. This year's survey will be particularly important in capturing effects of the COVID-19 Pandemic on the DSP workforce.

The Division strongly urges providers that were selected to complete this survey to do so. We would like to have Wyoming included in the final report, so that we may have more comprehensive data regarding the DSP workforce. For those providers who receive the survey, the email will be sent to the email address on file with the Division. The email will not come directly from the Division, but will be sent via an email from staffstability@hsri.org.

If you receive an invitation to complete the survey you believe was in error, meet Division accreditation requirements and do not receive an invitation on May 3rd, 2021, or have any other questions, please contact Heidi Hoffman at heidi.hoffman3@wyo.gov.

Medicaid enrollment system changes

HHS Technology Group is the new contractor that oversees Medicaid enrollment and re-enrollment. Providers will use the Provider Enrollment, Screening, and Monitoring (PRESM) system, which is a self-service, web-based portal, to conduct all Medicaid enrollment and re-enrollment activities. The portal can be accessed at <https://wyoming.dyp.cloud/>. HHS Technology can be contacted at (877) 399-0121 or wyenrollmentsvcs@HHS TechGroup.com if you have questions or concerns.

Providers will still use the Conduent provider portal at https://wymedicaid.portal.conduent.com/provider_home.html to submit claims for payment.

Provider certification renewals to resume

After a lengthy hiatus as a result of COVID-19 and changes within the Home and Community-Based Services Section, the Division will be resuming provider certification renewals. Providers will begin receiving email notification of their certification renewal beginning May 1, 2021.

With the COVID-19 pause and the extension of provider certifications, providers may be unsure of when their certification actually expires. In accordance with Chapter 45, Section 27 of the Department of Health's Medicaid Rules, the Division must notify providers that their certification is expiring at least 90 days prior to their certification expiration date. The Division will send the notification via email, so if you do not receive an email, your certification is not up for renewal. However, providers are strongly encouraged to review the [searchable public provider list](#) to ensure that the email address listed is accurate, as that is the email address to which notification will be sent. If a provider does not receive their 90-day notification because their contact information is out-of-date, they will still be held to the certification renewal timelines and standards outlined in Section 27.

As a reminder, certification renewal applications must be submitted through the Provider Portal. When completing the application, it is vital that providers ensure they identify every service that they are currently providing. If the provider wishes to add additional services, they can complete the Towns and Services Selection Form, which is located on the [HCBS Document Library](#) page of the Division website, under the *DD Forms* tab.

Division staffing changes

The Division would like to remind providers and case managers of current staffing changes within the Provider Support (PVS) Unit. There are two separate teams within the PVS Unit that serve separate purposes.

The Incident Management Team is designated to work with providers and case managers on incident reporting and complaints, and possible corrective action that results from these reports. Contact information for Incident Management team members is located on the [Contacts and Important Links](#) page of the Division website.

The Provider Credentialing Team is responsible for provider credentialing, enrollment, and other provider related items. Provider Credentialing team members can be contacted by emailing wdh-hcbs-credentialing@wyo.gov.

30-day notice requirements when discontinuing services

If a provider or case manager chooses to discontinue a participant's services, they are required to provide a 30-day written notice to the participant or legally authorized representative. Chapter 45, Section 22 of the Department of Health's Medicaid Rules states *"A provider who is terminating services with a participant shall notify the participant and the Division in writing at least thirty (30) calendar days prior to ending services, unless the Division approves a shorter transition period in advance. Failure to provide services during this thirty (30) calendar day period shall be considered abandonment of services and result in decertification of the provider."* The provider should also notify the participant's case manager of their intention to discontinue services.

A participant has the right to choose any provider at any time. In accordance with Section 22, the case manager is responsible for reviewing providers lists with the participant and legally authorized representative so they are aware of the providers that are available and can make an informed choice.

WRAP UP

Next call scheduled for June 28, 2021